

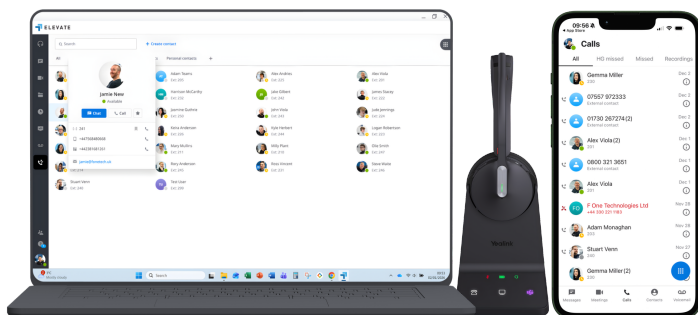


Why Choose Our Elevate UC Cloud Phone System?

At F One, we provide cloud phone systems that are flexible, reliable, and designed around how your business actually communicates, both now and as it grows.

A cloud phone system replaces traditional phone lines with a modern, internet based solution that works across desk phones, mobiles, and laptops. This allows your team to stay connected wherever they are, while maintaining a consistent and professional business presence for customers.

We take the time to understand your call flows, working patterns, and future requirements, then deliver a solution that improves call handling, supports flexible working, and integrates cleanly with your wider IT setup.



Phone System Basics

Cloud based phone system with essential features and optional desk phone hardware.

Mobile & PC Apps

Make and receive business calls on mobile, laptop, or PC using one number.

Professional Call Handling

Auto attendants, call queues, and hunt groups manage calls effectively.

Bespoke On-Hold Messages

Play branded on hold messages to inform callers while they wait.

Smarter Calls with AI

AI tools help route calls, summarise conversations, and manage voicemails.

Easy System Management

Update users, hours, and call flows through a simple online portal.

Clear Call Reporting

View call volumes, answer times, and missed calls at a glance.

Feature	Elevate Express	Elevate Essentials	Elevate Pro	Elevate Enterprise
Best For	Basic business calling	Most small to medium businesses	Businesses that want more features, reporting and CRM integration	Businesses that want the most complete package

Ways to Make and Receive Calls	Desk phone and app	Desk phone and app	Desk phone and app across up to 5 devices	Desk phone and app across up to 5 devices
UK Calls Included	Yes	Yes	Yes	Yes
International Calls Included	No	23 Countries	33 Countries	33 Countries
Menu Options for Incoming Calls	Yes	Yes	Yes	Yes
Caller ID and Call Forwarding	Yes	Yes	Yes	Yes
Ring Groups for Teams or Departments	Yes	Yes	Yes	Yes
Advanced Call Queue Features	No	No	Yes	Yes
Voicemail	Yes	Yes	Yes	Yes
Voicemail Transcription	Yes	Yes	Yes	Yes
Call Recording	Yes	Yes	Yes	Yes
AI Call Summary	No	Yes	Yes	Yes
Fax by Email	No	No	Yes	Yes
Included Call Recording Storage	30 Days	30 Days	30 Days	30 Days
Internal Team Messaging	No	Yes	Yes	Yes
AI Writing and Productivity Tools	No	Yes	Yes	Yes
Cloud File Storage	Not included	5GB per user	50GB per user	200GB per user
Video Meetings	Not included	Up to 25 people	Up to 100 people	Up to 200 people
Audio Conference Calls	Not included	Up to 200 people	Up to 200 people	Up to 200 people
Record Video Meetings	Not included	Yes	Yes	Yes
AI Meeting Summary	Not included	Yes	Yes	Yes
Call Reporting	Yes	Yes	Yes	Yes
Usage Reporting	No	Yes	Yes	Yes
CRM Integrations	Not included	Not included	Zoho CRM, SugarCRM, Zendesk, Salesforce, ServiceNow, NetSuite and Microsoft Dynamics	Zoho CRM, SugarCRM, Zendesk, Salesforce, ServiceNow, NetSuite and Microsoft Dynamics



Licence Type	Included Destinations (Standard Landline & Mobile Calls)
Resource Licence (Pay Per Use)	
Resource Licence (100 Minutes)	UK only
Resource Licence (500 Minutes)	UK only
Elevate Express (Unlimited)	UK only
Elevate Essentials (Unlimited)	UK, Austria, Belgium, Czech Republic, Denmark, Estonia, France, Germany, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland
Elevate Pro (Unlimited)	UK, Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Estonia, France, Germany, Hong Kong, Iceland, India, Ireland, Italy, Israel, Japan, Luxembourg, Malaysia, New Zealand, Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Taiwan, United States
Elevate Enterprise (Unlimited)	UK, Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Estonia, France, Germany, Hong Kong, Iceland, India, Ireland, Italy, Israel, Japan, Luxembourg, Malaysia, New Zealand, Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Taiwan, United States